

Date: October 22, 2001

DSL-BQA-01-019

To: Nursing Homes
Community Based Resident Facilities
Adult Family Homes
Adult Day Care Facilities
Residential Care Apartment Complexes

NH 10
CBRF 10
AFH 09
ADC 03
RCAC 08

From: La Vern Woodford, Chief
Resident Care Review Section

Susan Schroeder, Director
Bureau of Quality Assurance

Communication with the Bureau of Quality Assurance Resident Care Review Section

The purpose of this memo is to encourage your communication with the Bureau of Quality Assurance Resident Care Review Section.

The Resident Care Review Section (RCRS) is responsible for conducting unannounced health care licensure and certification surveys of nursing homes and Facilities for the Developmentally Disabled (FDDs), Community Based Residential Facilities (CBRFs), Resident Care Apartment Complexes (RCACs), Adult Family Homes (AFHs) and Adult Day Cares (ADCs). The RCRS also conducts complaint investigations and makes care level determinations for persons receiving Medical Assistance services in the community or in nursing homes and FDDs. Engineers and architects in RCRS conduct plan reviews and life safety code inspections. This section also conducts surveys to certify providers for participation in Medicare and Medicaid and for state licensure.

Bureau of Quality Assurance (BQA) surveyors and licensing specialists complete an extensive training program; participate in continuous education and quality improvement events; and, benefit from various peer as well as supervisory review activities. We have confidence BQA surveyors will maintain program integrity at all times and will perform their work activities in a professional, knowledgeable and respectful manner.

Should you have any questions, concerns or comments regarding BQA survey activities, we encourage you to contact us. Because the Regional Field Operations Supervisor is often most conversant with the details regarding BQA survey activity, you are encouraged to contact them first. However, should you wish to contact any of the listed management staff at any time, please feel free to do so.

The following pieces of information will help BQA management staff better understand your concern:

- Who (your name)
- What (is the issue or concern)
- Where (did the issue/concern take place)
- When (did the issue/concern happen)

You may also be interested in visiting the Centers for Medicare and Medicaid Services (CMS, formerly HCFA) web site containing the State Operations Manual (SOM) at:

<http://www.hcfa.gov/pubforms/pub07pdf/pub07pdf.htm>.

For your convenience, the name, locations, and phone numbers for BQA managers and the Division Administrator are attached. The following staff positions are listed starting with the first recommended contact and moving through the levels of supervision to the Division Administrator:

- Regional Field Operations Supervisor
- Regional Field Operations Director
- Section Chief
- Bureau of Quality Assurance Director
- Division of Supportive Living Administrator

Thank you for your continuing communication with BQA. Our talking to each other is important to the integrity of the Bureau's work and to our mutual goal of assuring quality care for the consumers we serve.

Attachment

SS/LW/jh

Bureau of Quality Assurance Management Staff Directory**Regional Field Office Supervisor (RFOS)**Eau Claire

Susan Murphy 715-836-4029

Carolyn Thompson 715-836-3030

Green Bay

Dolores Zwiers 920-448-5245

Phyllis Witter 920-448-5338

Madison

Deb St. Arnauld 608-243-2379

Sue Blount 608-243-3875

Milwaukee

Connie Kuczmarski 414-227-4914

Susan Farmer 414-227-4565

Carol Jean Rucker 414-227-4563

Regional Field Office Director (RFOD)Eau Claire

Joe Bronner 715-836-4753

Green Bay

Kevin Coughlin 920-448-5249

Madison

Phyllis Tschumper 608-243-2374

Milwaukee

Pat Benesh 414-227-4908

Rhineland

Joanne Powell 715-365-2802

Section Chief-Resident Care Review SectionMadison

LaVern Woodford 608-267-7157

Bureau of Quality Assurance DirectorMadison

Sue Schroeder 608-267-7185

Division of Supportive Living AdministratorMadison

Sinikka McCabe 608-266-0554

Note: This BQA management staff list will be kept current and posted on the DHFS/BQA web site.